

California Public Employees' Retirement System

Attachment 2

Information Security Office Information Security External Incident Tracking Log

Official (Via E-Mail) Notification Date of Incident Sent to ISOF	Originating Division or Office	Working Title	Type of Incident	Comments
5//27/2010	CalPERS Member	Fake Payday Loan Debt Scam Affecting CalPERS Member	Compromised Personal Information	A retired CalPERS member expressed concern that his CalPERS member information may have been compromised after receiving a voicemail on this home phone. The person calling indicated that they were a Folsom group offering counseling for retired people who want to get their retirement in a lump sum. They had the members full name and Social Security number. The CalPERS security analyst who looked into this matter found that the Folsom number left on the members answering machine was hijacked to make it appear the call was local. The telephone call likely originated from India using a VoIP to disguise the real location. The member was advised to contact the U.S. Secret Service, FBI, and local law enforcement. There was no evidence to suggest that the alleged scammers accessed the member's CalPERS account to obtain information. As a precaution the members account was locked during the investigation with his knowledge. The member was advised how to reopen the account with a new password.
6/29/2010	MEDCO	Unauthorized Disclosure of Protected Health Information (PHI) Data	HIPAA Security Incident	MEDCO reported a <i>Security Incident</i> which occurred between the dates of March 31-April 5 and April 5-April 9, 2010 and which involved two (2) CalPERS members. Medco experienced a temporary coding and configuration error that caused the wrong members information to be displayed on the consumer website. The Protected Health Information (PHI) disclosed was the members' name and medical condition. There were no Social Security numbers involved with this incident. Medco confirmed that upon discovery of the issue the application was turned off and the necessary corrections were made. Medco notified the members of the incident via written correspondence.
6/29/2010	Kaiser	Unauthorized Disclosure of Protected Health Information (PHI) Data	HIPAA Security Incident	Kaiser reported a <i>Security Incident</i> which occurred on June 16, 2009 and which involved one CalPERS member. A Kaiser employee's vehicle was broken into and a briefcase that contained patient care reports was taken. The Protected Health Information (PHI) disclosed was the member's name, medical record number; and, information regarding office visits which include diagnosis, progress notes, vital signs, allergies, medications, and test results. There were no Social Security numbers involved with this incident. Kaiser confirmed that the employee received education regarding leaving PHI in unattended vehicles. The employee's work flow process is also under evaluation for changes that can be made so the employee does not have to transport documents between facilities. Kaiser notified the member of the incident via a phone call and included a follow-up letter with a toll free number for follow up questions.

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7/21/2010	Kaiser	Unauthorized Disclosure of Protected Health Information (PHI) Data	HIPAA Security Incident	<p>Kaiser reported a <i>Security Incident</i> which occurred on July 6, 2010 and which involved six CalPERS members. A camera used for close up images of surgical areas went missing and was reported to the Sacramento Medical Center Operating Room Management. The Protected Health Information (PHI) disclosed was the members' names and medical record numbers along with an un-identifiable image of the surgical area. There were no Social Security numbers involved with this incident.</p> <p>Kaiser confirmed that the investigation continues as to how the incident occurred. Kaiser notified the member of the incident via a phone call and included a follow-up letter with a toll free number for follow up questions.</p>
8/16/2010	Kaiser	Unauthorized Disclosure of Protected Health Information (PHI) Data	HIPAA Security Incident	<p>Kaiser reported a <i>Security Incident</i> which occurred on July 30, 2010 and which involved two CalPERS members. A flash drive used for transferring electromyogram (EMG) test results between computing systems was stolen from a physician's purse during a home burglary. The Protected Health Information (PHI) disclosed was the members' names and medical record numbers, age, gender, and progress notes related to the EMG test. There were no Social Security numbers involved with this Incident.</p> <p>Kaiser confirmed that they are working with the San Jose Police Department and the investigation is pending. Kaiser has purchased an encrypted flash drive to utilize for the transfer of EMG test/results. Kaiser notified the members of the Incident via a phone call and included a follow-up letter with a toll free number for follow up questions.</p>